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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Doreen L. Galli

Examiner: Kang, Insun

Serial No.: 09/870,223

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For: **METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN  
INTERACTIVE VOICE RESPONSE SYSTEM**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**Preliminary Amendment**

Sir:

Please enter the following preliminary amendment.